



DRIVER SAFETY HEARING OFFICER

Exam Code: 3MV14

Department:	Department of Motor Vehicles
Final Filing Date:	January 14, 2014
Written Test Date:	March 15, 2014
Type of Recruitment:	Departmental Open
Salary:	MONTHLY SALARY – RANGE A: \$3,014 - \$3,773 RANGE B: \$3,279 - \$4,105 RANGE C: \$3,757 - \$4,703 RANGE D: \$4,310 - \$5,397
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	State-wide

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG FREE STATEMENT

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

WHO SHOULD APPLY?

Candidates who meet the minimum qualifications as stated on this examination announcement may apply. Applications will not be accepted on a promotional basis. All applicants must meet the education and/or experience requirements by the final filing date as stated on this examination announcement.

FILING INSTRUCTIONS

Standard State Applications (STD. 678) must be marked “**Driver Safety Hearing Officer**” and submitted by the final filing date using one of the two options below:

Postmarked by mail to:
Department of Motor Vehicles
Selection and Certification Unit
Driver Safety Hearing Officer
P.O. Box 932315, MS A208
Sacramento, CA 94232-3150

OR **In person by 5 p.m. to:**
Department of Motor Vehicles
Human Resources Branch
“Selection & Certification Unit Drop Box”
2415 1st Avenue, 1st Floor Lobby
Sacramento, CA 95818

FILING INSTRUCTIONS (CONTINUED)

Standard State Applications (STD. 678) submitted in person **must be placed in the “Selection & Certification Unit Drop Box” by 5 p.m. on the final filing date.** Standard State Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will **not** be accepted. Standard State Applications will **not** be accepted via email or fax.

Standard State Applications (STD. 678) may be downloaded at the California Department of Human Resources' JOBS website at www.jobs.ca.gov. All applications/resumes must include "to" and "from" employment dates (month/day/year), time base, and official classification titles. Applications/resumes received without this information will be rejected.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, please mark the appropriate box on the Standard State Application (STD. 678). You will be contacted about specific testing arrangements.

DEFINITION

“Performing the duties of. . .” To meet this requirement, the applicant must have the amount of experience in State service in the class (or be on a Training and Development Assignment or TAU to the class) specified.

Performing the duties of a class with a level of responsibility comparable to... To meet this requirement, the applicant must have State service experience of appropriate type and length in a class at the same (or a higher) level of responsibility as the class specified.

ELIGIBLE LIST INFORMATION

A departmental open eligible list will be established for the California Department of Motor Vehicles. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the experience requirements for this examination by *the final filing date*.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as Either “I”, “II”, or “III”, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

Pursuant to California Government Code Section 1040, fingerprint/criminal record clearance is required for these positions, and to be eligible for appointment, **AND**

Possession of a valid California driver license of the appropriate class issued by the Department of Motor Vehicles. (Applicants who do not possess a license will be admitted to the examination but must secure the license prior to appointment.) **AND**

EITHER I

Education: Equivalent to graduation with a Bachelor’s degree from a four-year accredited college or university, preferably with a degree in criminal justice, prelaw, psychology, sociology, or a related field. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.)

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION (CONTINUED)

OR II

Education: Successful completion of the equivalent of nine semester units of college, which must have included at least one course in English composition and two courses in psychology, sociology, or a related field. **and**

Experience: One year of experience in the Department of Motor Vehicles performing the duties of a Licensing-Registration Examiner or Senior Motor Vehicle Technician. (Additional college education may be substituted for the required general experience on the basis of one year of education being equivalent to six months of general experience.) **or**

Experience: Two years of experience in the Department of Motor Vehicles with 18 months of that experience performing the duties of a Motor Vehicle Representative, Range C. (Additional college education may be substituted for the required general experience on the basis of one year of education being equivalent to six months of general experience.)

OR III

Education: Equivalent to completion of two years (60 semester units or 90 quarter units) of college education which must include at least one course in English composition and two courses in psychology, sociology, or a related field. (Students in their second year of college will be admitted to the examination, but they must produce evidence of completion of the required 60 semester or 90 quarter units before they can be considered eligible for appointment.) **and**

Experience: One year of experience in the Department of Motor Vehicles performing the duties of a class with a level of responsibility comparable to that of at least a Motor Vehicle Assistant, Range B, or Motor Vehicle Representative, Range B. (Additional college education may be substituted for the required general experience on the basis of one year of education being equivalent to six months of general experience.) **or**

Experience: Two years of experience in the Department of Motor Vehicles with at least 18 months of that experience performing duties of a class with a level of responsibility comparable to that of at least an Office Assistant, Range B. (Additional college education may be substituted for the required general experience on the basis of one year of education being equivalent to six months of general experience.)

POSITION DESCRIPTION

Under direction, conduct hearings, interviews, and reexaminations, and rule on various legal matters; review and interpret various administrative, medical, and legal documents to verify accuracy and to determine how the information affects the decision to take an action against the driving privilege, issuance of certificates, and endorsements; in accordance with statute, case law, policy and procedures, obtain and verify evidence to make findings of fact to determine if an action against a driving privilege should be taken; prepare a legally sufficient report detailing case issues, findings, and decisions; and issue appropriate orders and notices of decision.

All incumbents are expected to understand the application of laws, administrative procedures, rules of evidence, and regulations relating to the types of hearings, interviews, and reexaminations conducted and to develop skills in report writing, interviewing, and interpersonal communication.

Incumbents in all ranges make public presentations related to the Driver Safety Program.

Positions exist statewide in Alameda, Fresno, Kern, Los Angeles, Orange, Sacramento, San Francisco, San Joaquin, San Bernardino, San Diego, Santa Clara, Shasta, and Ventura counties.

EXAMINATION INFORMATION

This examination will consist of a Written Test weighted 100.00%. **Candidates must achieve a minimum passing score of 70% in order to be placed on the eligible list.**

SCOPE OF EXAMINATION

WRITTEN TEST - WEIGHTED 100%

In addition to evaluating the competitors' relative abilities as demonstrated by quality and breadth of experience, the examination has been developed to measure relative to job demands, each competitor's knowledge, skills and abilities listed in the "KNOWLEDGE, SKILLS AND ABILITIES" section.

The written test for the Driver Safety Hearing Officer consists of the following three test sections:

Test Section	Subject
I	Written Communication Skills
II	Analyzing, Interpreting, and Applying Written Material
III	Situational/Judgmental Scenarios

KNOWLEDGE AND ABILITIES

A. Knowledge of:

1. Rules of evidence, Administrative Law, applicable case law, hearing procedures, and practices.
2. Spelling, grammar, punctuation, and modern English usage.
3. Effective writing and interviewing techniques.
4. Basic arithmetic.
5. Effective usage of modern office equipment.
6. Provisions of the California Vehicle Code.
7. Rules, regulations, and policies of the Department of Motor Vehicles relating to driver licenses, traffic laws, and financial responsibility requirements.
8. Medical terminology.
9. Principles, procedures, and practices relating to driver control and driver safety.
10. Departmental technical hearing procedures relating to driver licenses and methods of examination.
11. Physical and mental disabilities as they relate to driving performance.
12. Rules of evidence and regulations relating to the types of hearings, interviews, and reexaminations conducted.
13. Appropriate provisions of Administrative Law, Government Code, the Code of Civil Procedures, and rules governing the admissibility of evidence, as they apply to the conduct of Administrative Per Se and other hearings and Departmental Reviews and Quality Control Reviews.

B. Ability to:

1. Interpret and apply statutes and applicable case law, regulations, and policies relating to driver licenses and traffic safety.
2. Interpret and apply financial responsibility requirements.
3. Establish and maintain cooperative relations with persons contacted concerning driver safety work and procedures.
4. Conduct departmental hearings, interviews, and driver license reexaminations relating to issuance and control of driver licenses.
5. Work independently.
6. Communicate effectively.
7. Examine and cross-examine witnesses, rule on motions and objectives, weigh evidence, identify facts, resolve issues of credibility, identify appropriate law, apply law to facts, and make objective and impartial decisions based solely upon the merits of the case.
8. Analyze situations accurately and take effective action.
9. Exercise sound judgment in applying rules, regulations, policies, procedures, and laws.
10. Maintain the confidentiality of information.

SPECIAL PERSONAL CHARACTERISTICS

Demonstrated willingness to accept, and an aptitude for, increasing responsibility; desire to pursue on-the-job training; a willingness to travel to various hearing points and/or resident hearing locations; and possession of a good driving record which includes no convictions within the past three years for driving under the influence of alcohol or drugs, hit and run, reckless driving, or manslaughter. A good driving record also includes not being a negligent operator, and having no Administrative Per Se suspensions within the past three years, no Financial Responsibility suspensions within the past three years, no failures to answer a signed promise to appear, and no failures to pay a lawfully imposed fine, affecting the status of their driving privilege. If a person has failed to answer his/her signed promise to appear or has failed to pay a lawfully imposed fine, he/she will not be hired until the court case has been cleared.

Well-developed interpersonal skills including sensitivity, patience, and flexibility in order to communicate with internal and external customers in a friendly, courteous, and efficient manner.

Incumbents are expected to be dependable and punctual to provide quality customer service.

Incumbents who have contact with internal and external customers are expected to present a business-like image.

VETERANS PREFERENCE

Veterans' Preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the California Department of Human Resources. Due to changes in the law, effective January 1, 1996, Veterans who have achieved permanent civil service status are not eligible to receive veterans' preference credits.

IMPORTANT CHANGES – EFFECTIVE JANUARY 1, 2014

Assembly Bill 372, signed into law by Governor Brown on August 12, 2013, changes the way the Veterans' Preference process is administered by the State of California. **Veterans' Preference will be awarded as follows, starting on January 1, 2014:**

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference.
2. An entrance examination is defined, under the law, as any open competitive examination.
3. Veterans' Preference is not granted once a person achieves permanent civil service status.

CAREER CREDITS

Career Credits **will not** be added to the final score of this examination.

DISCLAIMER

Please click on the link below to review the official Department of Human Resources class specification: <http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx>.

GENERAL INFORMATION

For an examination with a written feature, it is the candidate's responsibility to contact the Department of Motor Vehicles, Selection & Certification Unit at (916) 657-7553 three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature, it is the candidate's responsibility to contact the Department of Motor Vehicles, Selection & Certification Unit at (916) 657-7553 three weeks after the final filing date if he/she has not received his/her notice.

If a candidate's notice of oral interview or Performance Test fails to reach him/her three days prior to his/her scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

Standard State Applications (STD. 678) are available at www.jobs.ca.gov, local offices of the Employment Development Department, and the testing department on this job bulletin.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against predetermined job-related rating criteria. All candidates who pass will be ranked according to their scores.

The Department of Motor Vehicles reserves the right to revise the examination plan to better meet the needs of the state, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Criminal Record Clearance Information: Some positions, within various divisions of the Department of Motor Vehicles, are subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

If Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices, or at www.jobs.ca.gov.

If High School Equivalence is required: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Veterans' Preference Points: California Law (Government Code Sections 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. In open (only) entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. In open, non-promotional entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points.

GENERAL INFORMATION (CONTINUED)

“Permanent State civil service status” means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans’ Preference Points. **Effective on January 1, 2014, Assembly Bill 372, signed into law by Governor Brown on August 12, 2013, changes the way the Veterans’ Preference process is administered by the State of California. Veterans’ Preference will be awarded as follows starting January 1, 2014: (1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans’ Preference. (2) An entrance examination is defined under the law as any open competitive examination. (3) Veterans’ Preference is not granted once a person achieves permanent civil service status.** Veteran status is verified by the California Department of Human Resources. Directions to apply for Veterans’ Preference Points are on the Veterans’ Preference Application Form (CalHR 1093), which is available at www.jobs.ca.gov, and at the Department of Veterans Affairs.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device
California Relay Telephone Service for the deaf or hearing impaired
from TDD Phones: 1-800-735-2929 from Voice Phones: 1-800-735-2922

UPON REQUEST, THIS DOCUMENT CAN BE PRODUCED IN BRAILLE OR LARGE PRINT

Bulletin Release Date: December 12, 2013
TS/TJ